



How to Retrieve Your Forgotten TRAIN Florida Password

It's a New Day in Public Health

Have you forgotten your TRAIN Florida password? TRAIN Florida has a way to reset your password.

This document will show you how to reset your forgotten password.

NOTE: If you have trouble with this process please contact your [Local TRAIN Florida Administrator](#)

Step 1: Go to **TRAIN Florida** – <https://fl.train.org>

Step 2: Click on the link **Forgot Your Login Name/Password?** located below the blue Login button.

Step 3: The **Forgot your Password?** screen will open.

A. Enter your TRAIN Florida learner account e-mail address, into the **Email** field.

B. Click the **Submit** button.





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Step 4: The **Please check your e-mail** page will open – it will let you know an email has been sent to your entered email address.

Click the **Back** button to return to the **TRAIN Florida Login** page. Keep the Login page window open.

Please check your e-mail

If the e-mail address you entered is associated with a user account in our records, you will receive an e-mail from us with instructions for resetting your password. If you don't receive this e-mail after 15 minutes, please check your junk mail folder or visit our [Help pages](#) to contact Support Team for further assistance.

 **Back**

Step 5: Go to your **email account in-box**.

You should receive an automated email from the TRAIN Florida email address **do-not-reply@train.org THIS IS NOT SPAM**

The **Subject line** of the email will be **Password Assistance**.

NOTE: If your Password Assistance email does not arrive in your main email in-box within approximately 15 minutes of your request – it is possible for the confirmation email to be filtered to your email account's junk or spam mail box. Please check those email boxes for this email.


If you did not receive the Password Assistance email, please contact your **Local TRAIN Florida Administrator** for help.

Step 6: Open the **Password Assistance** email.

The email will include your TRAIN Florida Username (Login Name) and **Change Password Link**.

IMPORTANT – BEFORE you click the link, make sure the Login Name is yours.

Click the **Change Your Password** address link. **NOTE:** this link **will not work** 24 hours after the sending of the email.



do-not-reply@train.org
Password Assistance

DOHLMSSupport
3:03 PM

Dear Sir or Madam,

We received a request to reset the password associated with this e-mail address.

If you made this request, please click the link below and it will take you to a web page where you can create a new password. Please note that the link will expire 24 hours after this email was sent.

Here is your TRAIN Florida site login information:

Username: User.Test

Created Date: 06/25/2012

Change Password Link: https://fl.train.org/d/user_security/password/assistance/b30d306dcf412a484ef951503e4407





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Step 7: The **Password Assistance** page will open in a **new window**.

- A. Enter your chosen personal password into the **New password** box.
- B. Then enter your password again, in the **Reenter new password** box.
(**make note of your password**, as you will need it for all future log ins to TRAIN Florida)
- C. Click the **Next** button.

Step 8: Your personal **TRAIN Florida account home page** will open.

You should now be logged in to your TRAIN Florida account.

Be sure to make note of your password, as you will need it for all future log ins to TRAIN Florida)

If you have any questions or concerns regarding the password reset process, or have trouble logging in to your TRAIN Florida account, please contact your [Local TRAIN Florida Administrator](#).

